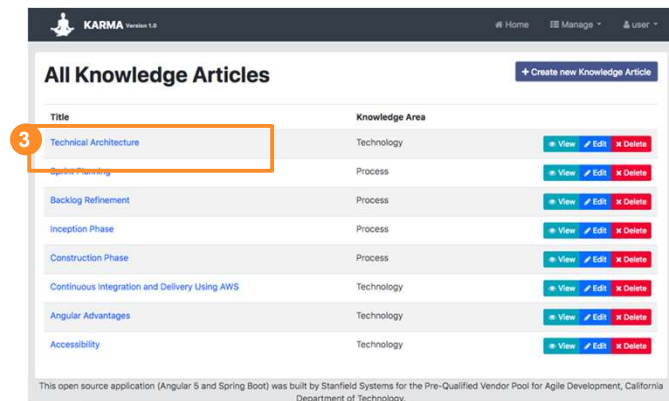
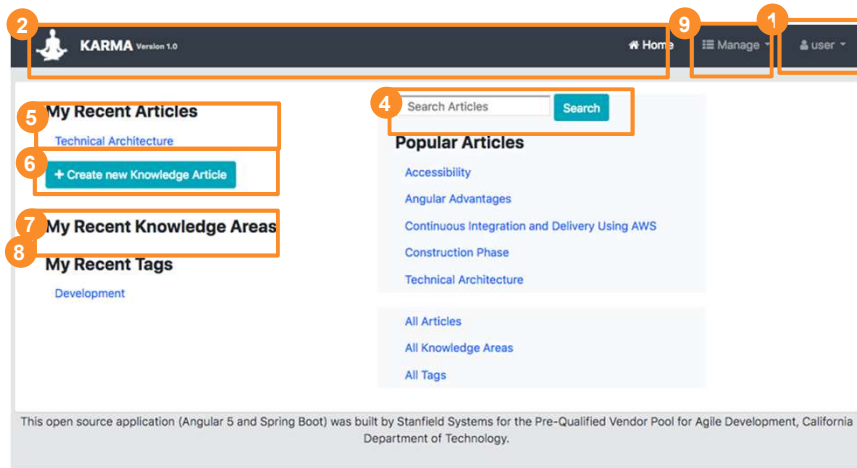




KARMA Dashboard Usability Test Findings

Conducted by Diana Persell
March 12, 2018

Top Findings



of Participants

of Designs Tested

3

1

- 1) All users successfully located the Sign In action in the global header and logged in.
- 2) All users successfully navigated back to the Home screen by either using the KARMA logo or the Home link in the header
- 3) It was very intuitive for users to “View” an article by selecting the hyperlink of the article name. None of the users clicked on the “View” button in the list.
- 4) All users would use the Search functionality when they did not see an article they recently updated. However the hotkey didn't work for the Search button
- 5) 2 of 3 users initially did not see “My Knowledge Articles and immediately navigated to “All Articles” or “Popular Articles”
- 6) All users found it very easy to create and edit articles
- 7) 2 of 3 users specifically asked for more visibility of categorized articles (knowledge areas were not working at the time of the test)
- 8) The lack of any content under a heading was confusing for users. Specifically the Knowledge Area heading.
- 9) There was some curiosity around the “Manage” heading in the global nav bar. Users expected there to be some account management tasks in the dropdown.

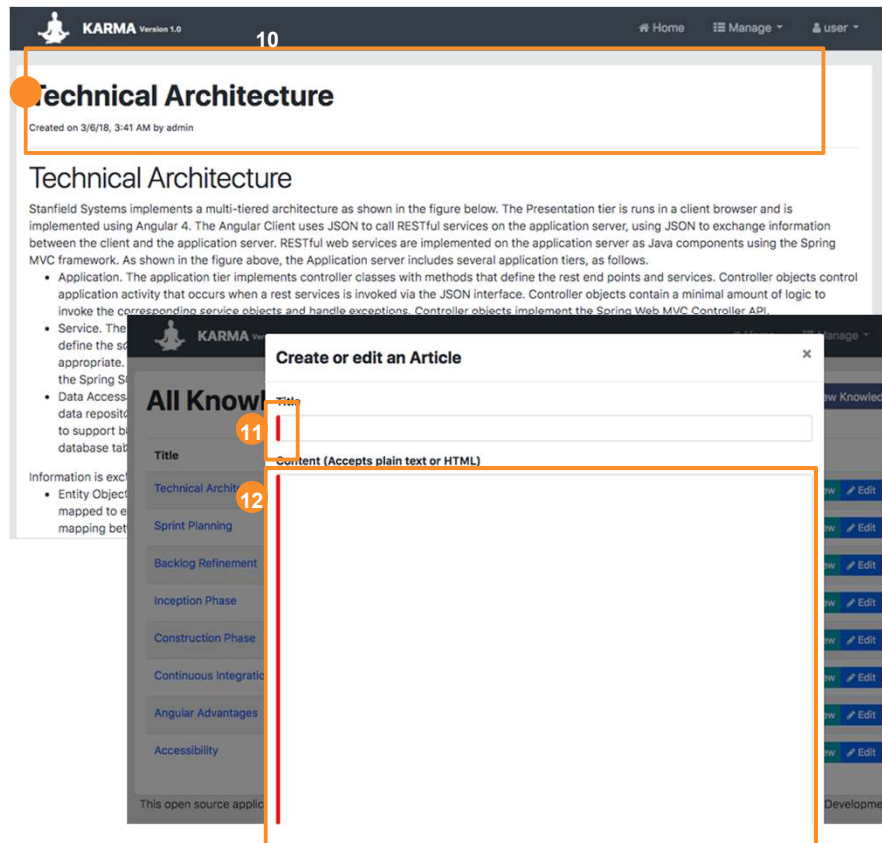
Top Findings

of Participants

of Designs Tested

3

1



- 10) On long scrolling pages, users struggled knowing how to Edit the article. When asked to create a new article from an existing article, 2 of 3 users thought they would create it through the “Edit” modal as a template, similar to a “Save As” behavior.
- 11) Users struggled with the “required” fields of the Create modal. The red accent lines were learnable, but it took users a few times to understand they had to enter text in all fields in order to submit the form
- 12) Users were frustrated by the length of the Content field, all users felt strongly that the field could be shorter to reveal remaining form fields.
- 13) After the first few new articles were created, they no longer appeared on the homepage under My Recent Articles. All users expected to see new articles added to the top of list

Recommendations & Notable Quotes

1. **PRIORITY #1:** Make sure all new articles are added to the top of the list of My Recent Articles.
2. If there are 0 knowledge articles, areas or tags put placeholder text below the heading to give user status
3. Reduce vertical scroll on creating a new article modal window by setting a minimum line height of 2, then expanding based on additional lines.
4. In addition to the color indicator on required fields, provide “Required” text on required fields when creating a new article modal window. This also makes the form accessible since you can rely only on color as indication.
5. Provide primary and secondary buttons at both top and bottom of long pages. Specifically an Article page where the “Edit” button is all the way at the bottom.
6. Remove the “View” button on the list pages, redundant with the hyperlink and users didn’t click it.

Notable Quotes

“KARMA, Oh, another acronym”

“Now that I know where it’s at, I will remember.”

“It seems that it does everything that I expect it to do”

Recommendations - Mockups

If all are required,
add this text here

Add message if no
list items

My Recent Knowledge Areas

You have no recent knowledge areas

My Recent Tags

[Development](#)

[Agile](#)

[DevOps](#)

Reduce initial field
height to 3 lines
then expand as
user types

(All fields required)

Remove "View"
button if a list
includes a
hyperlink

Add primary and
secondary buttons
here. Keep
buttons at bottom
of screen too

BACK

EDIT

Technical Architecture

Created on 3/6/18, 3:41 AM by admin

Techni

Stanfield Systems implemented a microservices architecture between the client browser and the application server, using JSON to exchange information between the client browser and the application server as Java components using the Spring MVC framework.

- Application objects contain a minimal amount of logic to implement the Spring Web MVC Controller API.
- Service objects contain business logic and data management services. Service objects complete a transaction and persist or retrieve the results as needed.
- Data Access Objects (DAOs) are responsible for the retrieval and storage of business information from the persistent data store.

Information is exchanged between components in the different tiers using entity objects, data transfer objects, and additional parameters as necessary.

- Entity Objects are in-memory representations of business entities that are persisted in the database. Relational database tables and columns are mapped to entity objects using the Java Persistence API (JPA) 2.0 annotations. (JPA is implemented with Hibernate to perform object-relational mapping between the database and the KARMA entity objects.)

KARMA Version 1.0 Diana P

Search Articles Search

Popular Articles

- [Continuous Integration](#)
- [Construction Phase](#)
- [Inception Phase](#)
- [Backlog Phase](#)
- [Sprint Planning](#)

Knowledge Areas

Knowledge Area History

Tags

Create or edit an Article (All fields required)

Title

Content (Accepts plain text or HTML)

Technical Architecture

Sprint Planning

Backlog Refinement

Inception Phase

Construction Phase

Continuous Integration and Delivery Using AWS

Angular Advantages

Accessibility

View Edit Delete

View Edit Delete

View Edit Delete

View Edit Delete

View Edit Delete

View Edit Delete

View Edit Delete

View Edit Delete

This open source application (Angular 5 and Spring Boot) was built by Stanfield Systems for the Pre-Qualified Vendor Pool for Agile Development, California Department of Technology.

Conclusion

Overall, the design worked well for users and nearly all tasks were accomplished. Areas of struggle included, editing and creating from long scrolling pages and not having visibility to form fields when creating a new article.

Navigation throughout the workflow were as expected and users did not struggle returning to their home page. Once users learned the content areas on the homepage, they were very comfortable retaining that information and consistently looked in that area of the screen for results.

One fundamental issue was problematic for users and failed the test. Once the user created more than one article, the newly created article did not show up in the list of My Recent Articles. Users did successfully search for their article and saw that it existed.

	YES	NO
Were test goals met?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Further research or testing needed?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Next Steps:

- Update designs and get feedback from product & dev team
- Share findings with all counties that participated